

Kestutis Barauskas

SALES ASSISTANCE | CUSTOMER SERVICE

EMPLOYMENT

02/2017 - Current

GameStop+ | Sales assistant

I am responsible for insuring best of a kind service for customers, providing friendly customer service and giving information of products and software,

10/2014 - 02/2017

Camera Centre, Dublin | Sale assistant

I was responsible for sales on shop floore and phone orders, additionally managing Mini Lab orders in store and online, cash counting Managing stock, opening and closing store.

12/2012 - 10/2014

Baxter and Greene, Dublin | Chief Barista

I was creating the best experience for our customers by providing excellent and friendly customer service, best kind of quality beverages and products, and managing a clean and comfortable store environment, smooth processes and accountancy. Playing key role in customer satisfaction and retention.

10/2009 - 12/2012

Cafe Sol, Dublin | Sales assistant | Barista

I was insuring best of a kind service to coffee shop customers. Serving highest quality coffees with a smile, opening and closing cafe, running basic accountancy, training new staff.

05/2007 - 06/2009

Citylink, Galway | Operational manager assistant

I was responsible for assisting passengers, managing rosters, assisting on operation duties and making sure that things are getting done in a smooth manner. Additionally working as IT support, helping colleagues and ensuring faster service to the customers.

02/2004 - 12/2006

Supermac's, Galway | Manager

I was coaching new staff, managing shifts, ensuring friendly and effective service for the best customers experience. Managing stock, opening and closing restaurant, running basic accountancy.

EDUCATION

2008

Digital Tackgraph | Certificate

2004 - 2006

Additional Training | Certificates

Operations, manual handing, team building, customer service, leadership, training management. Certificates available on request.

2000 - 2003

Hotel Management and Administration | Diploma

Services and Business School of Kaunas
Kaunas, Lithuania

1989 - 2000

High School Diploma

"Purienu" High School Kaunas, Lithuania



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PROFESSIONAL SKILLS

	AVERAGE	GOOD	GREAT
Coffee Barista	● ● ● ● ● ●		
Customer Service	● ● ● ● ● ●		
Staff Management	● ● ● ● ● ○		
Operations Assistance	● ● ● ● ● ●		
Sales Assistance	● ● ● ● ● ●		
Accountancy	● ● ● ● ○ ○ ○		

LANGUAGES

	AVERAGE	GOOD	GREAT
English	● ● ● ● ● ●		
Lithuanian	● ● ● ● ● ●		
Russian	● ● ● ● ● ○		
Polish	● ● ● ○ ○ ○ ○		

COMPUTER SKILLS

	AVERAGE	GOOD	GREAT
MS Office	● ● ● ● ● ●		
Adobe Photoshop	● ● ● ● ○ ○ ○		
Adobe Lightroom	● ● ● ● ○ ○ ○		
Windows OS	● ● ● ● ● ○ ○		
Mac OS	● ● ● ● ● ●		
Networks	● ● ● ● ○ ○ ○		

PERSONAL SKILLS

	AVERAGE	GOOD	GREAT
Team Player	● ● ● ● ● ●		
Problem Solving	● ● ● ● ● ○		
Creativity	● ● ● ● ● ●		
Organization	● ● ● ● ● ●		
Efficiency	● ● ● ● ● ●		
Communication	● ● ● ● ● ○		